

Date of Deposit: March 24, 2004

Attorney Docket No.: 27996-133

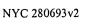
Listing of Claims:

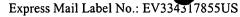
1. (Previously Amended) Apparatus for caller information retrieval comprising:

a customer service response system (CSRS) capable of responding to an incoming
telephone call from a calling party by playing a message to said calling party;
a graphical user interface (GUI) electrically coupled to said CSRS and configured to
receive and display information from said CSRS;
wherein said information received from said CSRS originates from said calling party.

- (Previously Amended) The apparatus for caller information retrieval according to Claim
 wherein said GUI is configured to selectively initiate another message being sent from
 said CSRS to said calling party.
- (Previously Amended) The apparatus for caller information retrieval according to Claim
 wherein said GUI displays a plurality of possible messages that may be sent from said
 CSRS to said calling party.
- 4. (Previously Amended) The apparatus for caller information retrieval according to Claim3 wherein at least one of said plurality of messages is customizable.
- 5. (Previously Amended) The apparatus for caller information on retrieval according to Claim 1 wherein said CSRS further includes a voice recognition program which is capable of converting voice signals into text messages.
- 6. (Previously Amended) The apparatus for caller information retrieval according to Claim

 1 wherein said CSRS further includes a voice recognition program which is capable of





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converting text messages into voice signals.

- 7. (Previously Amended) The apparatus for caller information retrieval according to Claim1 wherein said GUI provides an option for bypassing said CSRS.
- 8. (Previously Amended) The apparatus for caller information retrieval according to Claim1 wherein said CSRS is an adjunct to a telephone.
- (Previously Amended) The apparatus for caller information retrieval according to Claim
 wherein said CSRS is capable of responding to a plurality of incoming telephone calls
 from a plurality of calling parties by playing a message to each of said calling parties.



- 10. (Previously Amended) The apparatus for caller information retrieval according to Claim1 wherein said CSRS is configured to receive voice and text messages.
- 11. (Previously Amended) The apparatus for caller information retrieval according to Claim1 wherein said message is a voice message.
- 12. (Previously Amended) The apparatus for caller information retrieval according to Claim1 wherein said message is a text message.
- 13. (Previously Amended) The apparatus for caller information retrieval according to Claim1 wherein said message is a multimedia message.
- 14. (Previously Amended) The apparatus for caller information retrieval of Claim 1 wherein said CSRS is further capable of accessing a remote computer system in response to receipt of said information from said calling party.

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15. (Previously Amended) The apparatus for caller information retrieval of Claim 1 wherein said CSRS is further capable of forwarding said incoming call to another telephone number in response to receipt of said information from said calling party.

16. (Original) A method of servicing a call at a call center comprising:
receiving information from a caller at a customer service response system (CSRS);
displaying said information on a graphical user interface (GUI);

employing said GUI to prompt said CSRS to send a message to said caller; and transmitting said message for receipt by said caller.

- 17. (Original) The method according to Claim 16 further comprising selectively initiating from said GUI another message being sent from said CSRS to said calling party.
- 18. (Original) The method according to Claim 16 further comprising displaying on said GUI a plurality of possible messages that may be sent from said CSRS to said calling party.
- 19. (Original) The method according to Claim 18 further comprising customizing at least one of said plurality of messages.
- 20. (Original) The method according to Claim 16 further comprising converting a voice signal received from said calling party into a text message for display on said GUI.
- 21. (Original) The method according to Claim 16 further comprising converting a text message displayed on said GUI into a voice message for transmission to said calling party.
- 22. (Original) The method according to Claim 16 further comprising bypassing said CSRS



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and connecting said incoming telephone call to a telephone at said call center.

23. (Original) The method according to Claim 16 further comprising said CSRS responding to a plurality of incoming telephone calls from a plurality of calling parties by playing a message to each of said calling parties.

- 24. (Original) The method according to Claim 16 further comprising receiving at said CSRS at least one voice message and at least one text message.
- 25. (Original) The method according to Claim 16 further comprising said CSRS accessing a remote computer system in response to receipt of said information from said calling party.
- 26. (Original) The method according to Claim 16 further comprising said CSRS forwarding said incoming telephone call to another telephone number in response to receipt of said information from said calling party.
- 27. (Original) A call center comprising:

 call system response (CSR) means for receiving information from a plurality of telephone

graphical user interface (GUI) means coupled to said CSR means for displaying said information from said plurality of telephone calls;

wherein said GUI means is also for initiating a response to said information from at least one of said telephone calls.



calls;

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28. (Original) A call center comprising:

a customer service response system (CSRS) capable of simultaneously responding to a plurality of incoming telephone calls from a plurality of calling parties by playing a message for receipt by each of said calling parties;

a graphical user interface (GUI) electrically coupled to said CSRS and configured to display information from said CSRS that originated from at least one of said plurality of calling parties; and,

voice recognition software included within said CSRS;

wherein information from at least one of said calling parties is received by said CSRS as a voice signal;

wherein said voice recognition software is configured to convert said voice signal into a text message for display on said GUI.

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